

REMARKS

Reconsideration and allowance of the above-identified application are respectfully requested. Claims 1-37 are now pending, wherein claims 1, 3-6, 8-12, 15, 20 and 26 have been amended, and claims 34-37 have been added. Support for the amendments to claim 3 can be found in the present application at least at pages 12 and 13. Support for new claims 34-37 can be found in the present application at least at page 19, lines 5-7.

On page 2 of the Office Action the drawings are objected to for minor informalities. Specifically, Figures 1-3 are objected to for not including labels with a name associated with reference numerals. Figures 1-3 have been amended to include labels with names associated with reference numerals. Figure 4 is objected to because it spans four pages but only has a single figure label. Figure 4 has been amended into Figures 4A-4D. Since the drawings have been amended to address the objections raised in the Office Action, withdrawal of these objections are respectfully requested.

On page 2 of the Office Action it is noted that the present application discusses two patent publications. This section of the Office Action appears to assert that these documents have not been considered. However, it is respectfully submitted that these documents have been considered as indicated by the copy of the Information Disclosure Statement filed by the Applicants on April 12, 2001, which accompanied this Office Action with the Examiner's signature and date indicating consideration of these documents.

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On page 3 of the Office Action, the title is objected to as allegedly not being descriptive. The title has been amended, and hence, withdrawal of this objection is respectfully requested.

On page 3 of the Office Action, the disclosure is objected to for minor informalities. The disclosure has been amended to address these informalities, and hence, withdrawal of this objection is respectfully requested.

On page 3 of the Office Action, claims 8 and 12 are objected to for minor informalities. Specifically, the Office Action asserts that the word "which" should be replaced with "in which the support information." However, the Office Action does not state why the cited language is objectionable or how the suggested change addresses the objection. Accordingly, if this ground of objection is maintained, Applicants respectfully request that the next Office Action explain why this language is objectionable.

Claims 3-16 are rejected under 35 U.S.C. § 112, second paragraph as allegedly being indefinite. This ground of rejection is respectfully traversed.

With regard to claims 5 and 20, it is asserted that these claims are incomplete for omitting essential elements. Specifically, it is asserted that it is not clear how an activity can proceed when the claim fails to set forth any movement or commencement of the activity. Applicants note that claims 5 and 20 were not intended to claim the performing of an activity, but instead, the language set forth an intended use for the support information. Accordingly, to ensure that the performance of an activity is not interpreted as a limitation

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on claims 5 and 20, this language has been deleted from these claims. Accordingly, it is respectfully submitted that the amendments to claims 5 and 20 are not limiting amendments.

With respect to claim 11, it is asserted that this claim recites language which lacks antecedent basis. Although it is respectfully submitted that it would have been clear to one of ordinary skill in the art that the antecedent basis for "information support" recited in Applicants' claim 11 is the "support information" recited in Applicants' claim 3, claim 11 has been amended to address the concerns raised in the Office Action in order to expedite prosecution of the present application.

For at least those reasons stated above, it is respectfully requested that the rejection of claims 3-16 under 35 U.S.C. § 112, second paragraph be withdrawn.

~~Claims 1-7, 10, 11, 13-22 and 24-26 are rejected under 35 U.S.C. § 103(a) as~~
allegedly being unpatentable over U.S. Patent No. 6,289,370 to Panarello et al.

("Panarello") in view of U.S. Patent No. 5,535,422 to Chiang et al. ("Chiang") and the publication by Koyo "Mounting and Handling Instructions" ("Koyo"). This ground of rejection is respectfully traversed.


The present invention generally relates to an information support system which can be used by, for example, support personnel performing servicing, mounting and/or dismounting of a bearing or a seal. Although the basic principles of today's bearings and seals are, in some cases, almost 100 years old, the procedures associated with mounting, dismounting and servicing them has grown steadily, and continues to grow in complexity and importance. An improperly mounted bearing or seal, for example, can significantly

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reduce the life of the bearing or seal. Accordingly, there is great value in properly mounting, dismounting and servicing a bearing or a seal.

Conventionally, seal or bearing manufacturers publish a manual or other similar technical handbooks describing the various products produced by the company and setting forth various instructional information regarding mounting, dismounting and servicing the products. Accordingly, a customer needing to mount, dismount or service a bearing or seal will consult the manual or handbook to obtain the necessary information about mounting, dismounting or servicing the bearing or seal. One difficulty associated with this procedure is that a customer seeking information about mounting, dismounting or servicing a particular bearing or seal must search through many different products referenced in the manual or handbook to identify the product of particular relevance. This may be a rather time consuming and cumbersome task. Moreover, this procedure presents the possibility that the incorrect product may be identified, thus possibly resulting in an incorrect mounting, dismounting or servicing procedure being carried out.

The present invention overcomes the above-identified and other deficiencies of conventional techniques for obtaining information for performing servicing, mounting and/or dismounting of a bearing or seal. Specifically, an information terminal can request information support via a communication network from an information terminal. The request is related to detailed support information for performing one of mounting, dismounting and servicing a bearing or seal. The system can provide the ability of personnel employing the information terminal to purchase recommended tools for



performing the procedures. In some situations there may be a number of alternative procedures available for performing the mounting, dismounting or servicing of a bearing or seal. Accordingly, these alternatives can be presented to the information terminal allowing a user to select from the alternatives. To avoid misidentification of the particular part being serviced, a code, obtained for example from the product, the box or other packaging in which the product is contained or other suitable packaging materials associated with the product, can be provided to the information support computer. Accordingly, the present invention provides many advantages over the conventional techniques of providing support information for mounting, dismounting or servicing of a bearing or seal in the form of published manuals or handbooks.

~~The combination of Panarello, Chiang and Koyo does not render Applicants'~~
claim 1 unpatentable because one of ordinary skill in the art would not have been motivated to combine Panarello, Chiang and Koyo in the manner described in the Office Action.

Panarello discloses a platform independent enhanced help system for an Internet enabled embedded system. Specifically, Panarello is directed to providing help information to a user for an embedded system in a network switch. However, as recognized by the Office Action, Panarello does not mention mounting, dismounting and servicing a bearing or seal.

The Office Action cites Chiang as allegedly disclosing performing an activity. Since Applicants did not intend for the performance of an activity to be a positive limitation on Applicants' claims, Applicants have amended claim 1 to clarify that "the request [is] related

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to detailed support information for performing one of the activities" and not that the performance of an activity is a positive limitation on this claim. Chiang discloses an interactive online tutorial system for software products. Specifically, Chiang provides a computer implemented tutorial system that supports direct user interaction with a software product concurrently executing with the tutorial. However, as recognized by the Office Action, Chiang does not mention "mounting, dismounting and servicing a bearing or seal."

To remedy the above-identified deficiencies of the combination of Panarello and Chiang, the Office Action cites Koyo. Koyo discloses mounting and handling instructions for pillow block bearings. However, Koyo does not disclose or suggest the provision of these instructions from an information support computer to an information terminal via a communication network.

It is respectfully submitted that at the time of the invention, one of ordinary skill in the art would not have been motivated to combine Panarello, Chiang and Koyo in the manner described in the Office Action because there is nothing in these documents which would have led one of ordinary skill in the art to combine the disclosures in the manner described in the Office Action. As discussed above, Panarello and Chiang are directed to providing help for computer related equipment (a network switch as disclosed by Panarello) or computer software (the computer application program disclosed by Chiang). Neither of these documents disclose or suggest providing help information on a computer for things other than computer related products. Additionally, since Koyo appears to be a printed publication which would be used for mounting pillow block bearings which is similar to the

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manuals or technical handbooks described in the background section of the present application, it is respectfully submitted that one of ordinary skill in the art in view of the disclosure of Koyo would not have been provided any indication that this information should be provided from an information support computer to an information terminal as asserted by the Office Action, much less that this information should be incorporated into a computer help system as is asserted by the Office Action.

To support the combination of Panarello and Chiang with Koyo, the Office Action asserts that one of ordinary skill in the art would have been motivated to provide "information about bearings in convenient manner to obtain the information over computer network connection on request." However, although Panarello and Chiang apparently disclose that it is convenient to provide help information about computer products on

computer products, neither of these documents disclose or suggest that it would be convenient to provide help information for products that are not computer related on a computer. Additionally, since Koyo only discloses information for mounting and handling pillow block bearings, and does not disclose or suggest the provision of this information in an electronic format, there is nothing in Koyo which discloses or suggests that it would be convenient to provide information about pillow block bearings over a "computer network connection on request" as asserted by the Office Action. Additionally, the Office Action has provided no evidence to support its assertion that it would be convenient to provide Koyo's mounting and handling instructions for pillow block bearings "over a computer network connection on request."

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It is respectfully submitted that in view of the disclosures of Panarello, Chiang and Koyo, one of ordinary skill in the art would conclude that the mounting and handling instructions for pillow block bearings of Koyo should be provided in a manual or handbook as described in the Background section of the present application. Since there is no motivation to combine Panarello, Chiang and Koyo in the manner described in the Office Action, it is respectfully submitted that one of ordinary skill in the art would not have combined Panarello, Chiang and Koyo in the manner described in the Office Action. Hence, it is respectfully submitted that such a combination is improper, and that claim 1 is patentably distinguishable over this asserted combination.

Claim 2 depends from claim 1, and hence, is patentably distinguishable over the ~~alleged combination of Panarello, Chiang and Koyo for at least those reasons stated above~~ with respect to Applicants' claim 1. It is respectfully submitted that for similar reasons to those discussed above with regard to Applicants' claim 1, there would have been no motivation to combine Panarello, Chiang and Koyo to render Applicants' claims 3-7, 10, 11, 13-22 and 24-26 unpatentable.

For at least those reasons stated above, it is respectfully requested that the rejection of claims 1-7, 10, 11, 13-22 and 24-26 as allegedly being obvious in view of the combination of Panarello, Chiang and Koyo be withdrawn.

Claim 9 is rejected under 35 U.S.C. § 103(a) as allegedly being unpatentable over the combination of Panarello, Chiang, Koyo and the publication "2400/E Cat. PM65" by Schnelker ("Schnelker"). Claim 8 is rejected under 35 U.S.C. § 103(a) for allegedly being

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unpatentable over the combination of Panarello, Chiang, Koyo and U.S. Patent No. 6,070,149 to Tavor et al. ("Tavor"). Claims 12 and 23 are rejected under 35 U.S.C. § 103(a) as allegedly being unpatentable over the combination of Panarello, Chiang, Koyo and U.S. Patent No. 5,913,033 to Grout ("Grout"). These grounds of rejection are respectfully traversed.

Claims 8, 9 and 12 variously depend from claim 3, and claim 23 depends from claim 18. Schnelker, Tavor and Grout are cited for the features of dependent claims 8, 9, 12 and 23. However, it is respectfully submitted that none of these documents remedy the above-identified deficiencies of the combination of Panarello, Chiang and Koyo with respect to independent claims 3 and 18. Accordingly, it is respectfully submitted that the combination of Panarello, Chiang, Koyo and Schnelker does not render Applicants' claim 9 unpatentable, the combination of Panarello, Chiang, Koyo and Tavor does not render Applicants' claim 8 unpatentable, and the combination of Panarello, Chiang, Koyo and Grout does not render Applicants' claims 12 and 23 unpatentable. Accordingly, withdrawal of these rejections is respectfully requested.

Claims 27-33 are rejected under 35 U.S.C. § 103(a) as allegedly being unpatentable over U.S. Patent No. 5,950,173 to Perkowski ("Perkowski") in view of Schnelker. This ground of rejection is respectfully traversed.

The combination of Perkowski and Schnelker does not render Applicants' claim 27 unpatentable because one of ordinary skill in the art would not have been motivated to combine Perkowski and Schnelker in the manner described in the Office Action.

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Perkowski discloses a system and method for delivering consumer product related information to consumers within retail environments using Internet-based information servers and sales agents. Specifically, Perkowski discloses the collection of product related information, and transmission and delivery of such information between manufacturers and retailers of products to consumers. Perkowski also discloses a consumer-product information collection, transmission and delivery system. Since Perkowski is directed to the provision of information regarding consumer products in a retail environment, Perkowski does not disclose or suggest "a first interface element for entering a code associated with said at least one of a bearing and a seal" or "a second interface element for selecting one of a plurality of types of service procedures for which said service information is to be provided" as recited in Applicants' claim 27.

To remedy the above-identified deficiencies of Perkowski, the Office Action cites Schnelker. Schnelker discloses handling of a bearing unit. However, like the disclosure of Koyo, Schnelker appears to be a publication in paper form which could be part of a manual or handbook. Schnelker provides no disclosure or suggestion of inclusion of this information for handling of the bearing unit into a graphical user interface as asserted by the Office Action. Accordingly, Schnelker does not disclose or suggest "a first interface element for entering a code associated with said at least one of a bearing and a seal" or "a second interface element for selecting one of a plurality of types of service procedures for which said service information is to be provided" as recited in Applicants' claim 27. Since the combination of Perkowski and Schnelker does not disclose or suggest all of the elements

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of Applicants' claim 27, the combination cannot render Applicants' claim 27 unpatentable. Additionally, since Perkowski does not disclose or suggest that the system and method should be employed for providing information about handling of a bearing unit, and since Schnelker does not disclose or suggest that information about handling of a bearing unit should be provided in a computer system which delivers consumer product related information such as that disclosed by Perkowski, it is respectfully submitted that there is no motivation to combine Perkowski and Schnelker in the manner described in the Office Action.

Nevertheless, the Office Action asserts that one of ordinary skill in the art would have been motivated because "URL categories are graphically displayed to the request by way of easy-to-read display screens during URL selection and web-site connection."

However, the Office Action has not explained why one of ordinary skill in the art would have been motivated to include information about the handling of a bearing unit in a consumer product oriented system such as Perkowski. Accordingly, it is respectfully submitted that one of ordinary skill in the art would not have been motivated to combine Perkowski and Schnelker in the manner described in the Office Action.

Claims 28-33 variously depend from claim 27, and are, therefore, patentably distinguishable over the combination of Perkowski and Schnelker for at least those reasons stated above with regard to Applicants' claim 27.

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For at least those reasons stated above, it is respectfully requested that the rejection of Applicants' claims 27-33 as allegedly being obvious in view of the combination of Perkowski and Schnelker be withdrawn.

New claims 34-37 variously depend from independent claims 1, 15, 18 and 26. As discussed above, the Patent Office has not provided a rejection which renders these independent claims unpatentable. Accordingly, new claims 34-37 are patentably distinguishable for at least those reasons discussed above with regard to their respective independent claims.

All outstanding objections and rejections having been addressed, it is respectfully submitted that the present application is in condition for allowance. Notice to this effect is earnestly solicited. If there are any questions regarding this response or the application in
general, the Examiner is encouraged to contact the undersigned at 703-838-6578.

Respectfully submitted,

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